



COLDALHURST LANE SURGERY

Newsletter

Winter 2019

Winter 2019

WHEN WE ARE CLOSED

OUT OF HOURS CONTACTS WHEN WE ARE CLOSED

Monday to Friday and
weekends, Christmas Day,
Boxing Day and New Years Day
RING **NHS 111** **111**
Walk-in-Centre 01942 264002

OR

GP ALLIANCE

Appointments provided by
GPs and Nurses when the
surgery is closed.

**Right Appointment at the
Right time:-**

**Monday to Friday between
6.30pm and 8.00pm
Saturday and Sunday between
10.00am and 4.00pm
Please ring :-
01942 482848**

ADDITIONAL WINTER APPTS

**We are proving additional
Winter appointments at the
end of a morning surgery.**

CHRISTMAS AND NEW YEAR

**Christmas Eve and New Year's Eve we will be
closing at 1.00pm**

**Should you wish to request a home visit, or book
an appointment, please contact the GP Alliance
between 1.00pm to 6.30pm on 01942 482848.
Please note that the GP Alliance will not be able
to deal with any other queries and the NHS
service is there if needed.**

We will be closed on the following days:-

**Christmas Day
Boxing Day
New Year's Day**

BREXIT AND MEDICATIONS: GP prescribing is guided by
the Wigan Clinical Commissioning Group, in turn governed by
NHS England. We appreciate the concern some patients
may have about supplies and their health but we would direct
you to the comprehensive advice provided:

<https://www.england.nhs.uk/eu-exit/medicines/medicines-faq/>

INFLUENZA FLU VACCINATIONS FOR THOSE AT RISK or OVER 65 YEARS OF AGE:

If you are over 65 years of age or with a medical problem that
puts you at particular risk from flu, please ask the receptionist
to book your appointment.

Whatever your e-mail address we would like it for our records
please – thank you – and please remember to tell us if it
changes in the future.

Wi-Fi is now available in the surgery free of charge and it can
be found in “settings” on your device, labelled “NHS Wi-Fi”.
After selecting this, login instructions will then be given.

BUILDING WORK AT THE PRACTICE

Work has finally commenced at the practice, which when finished will provide us with much needed additional consulting rooms. Work is expected to be completed in May 2019. Part of the car park has been closed due to patient safety, however, please do let the receptionist know, if you are disabled or have mobility difficulties

MEDICATION STARTED AT THE HOSPITAL

If you are commenced new medication at the hospital, the hospital doctor should give you a pharmacy prescription for at least 2 weeks supply. Please **ASK** at the hospital, if this is not given, as the GPs at the surgery are unable to prescribe until they receive the letter from the hospital informing them of your new medication, or medication change.

CHOOSING THE RIGHT SERVICES FOR EMERGENCIES

At some point, most people will need to get help because of an accident or a medical emergency. Planning ahead and understanding what your options are in an emergency will help you get the best care as quickly as possible.

Only dial 999 in a critical or life-threatening situation, for example is someone has:-loss of consciousness

- acute confused state and fits that are not stopping
- persistent, severe [chest pain](#)
- breathing difficulties
- severe bleeding that can't be stopped

If you or someone else is having a [heart attack](#) or [stroke](#), call 999 immediately. Every second counts with these conditions.

ACCIDENT AND EMERGENCY

Major A&E departments are usually open 24 hours a day, every day of the year. Accident and Emergency department are for **SERIOUS ILLNESSES AND MAJOR ILLNESS ONLY** If you don't know whether your situation is an emergency, or you don't think it is but don't know where to access appropriate help then one of the following services maybe more suitable.

WALK-IN-CENTRE

If your injury is not serious, go to [walk-in Centre](#) rather than an A&E department. You could be seen more quickly than in A&E, and it allows staff in A&E to concentrate on people with serious and life-threatening conditions. The types of injury they can treat vary, so it is best to phone before you go to check, but they may be able to treat:

- [sprains and strains](#)
- broken bones in the arm, foot or ankle
- wound infections
- [minor burns and scalds](#)
- [minor head injuries](#)
- [insect](#) and [animal bites](#)
- [minor eye injuries](#)
- injuries to the back, shoulder and chest

NHS 11

NHS 111: This is a national helpline provided locally. They assess you over the telephone using tried and tested clinical pathways. Once your need has been assessed, they can direct you the right service to help or offer evidence-based self-management advice. **111 is the only way to see a GP when the practice is closed.** 111 links directly to the out-of-hours primary care service.

So rather than wait until Monday morning to call the practice or head to A&E because you're unsure what to do, call 111.

GP SERVICES DURING OFFICE HOURS

For illnesses that are not life-threatening, contact your GP surgery on 01942 878711,



GP OUT OF HOURS SERVICE

When we are closed we employ an out of hours service from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. The Out-of-Hours (OOH) Service provides medical assistance by offering telephone advice from GPs and, at limited times, from Nurses along with face to face consultations either at home or the Out of Hours Centre in Ince. Ring 111

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

LOCAL PHARMACIST

Local Pharmacist are Health Care Professionals with five years training behind them and a wealth of experience in helping patients with minor illnesses. Pharmacists are open when GP practices are shut (weekends and evenings). Most now have consulting rooms where you can talk in private. Next time you feel unwell, but not acutely ill, pop in and have a chat with them.

